

**DC Residents**  
**Mayor**  
**City Administrator**



**DEPUTY MAYOR FOR OPERATIONS AND INFRASTRUCTURE**

**VISION**

A sustainable city that works

**MISSION**

To support the Mayor to ensure a strong and sustained District government focused on maintaining, strengthening, and investing in the District's infrastructure (built and natural environment) and delivering high-quality government services to residents, non-residents and businesses.

**VALUES**

**D**edicated

**M**easurable

**O**pen-minded

**I**nnovative

**STRATEGIC GOALS**

**Promote Advocacy**

Increase understanding and awareness of agency operations to and from the Wilson Building, with residents and other stakeholders

**Leverage Technology**

Reduce risk and improve performance by using best practices and technology

**Use Data**

Use data to understand trends, make decisions, and develop services that align with resident and stakeholder needs

**Improve Process**

Proactively identify, analyze, and improve business processes within agencies for optimization and to meet quality performance standards

**Engage Employees**

Foster environment that elevates the motivation, involvement, and emotional commitment of employees through training, development, and team building



**DMOI FY2020-2023 STRATEGIC PLAN**

**As of 10/2022**